

Operations: Freedom of Information Act (**FOIA**); Correspondence Tracking System (**CTS**) formerly Veterans Affairs Intranet Quorum (**VAIQ**); Policies and Procedures; Records and Documentation Management)

Contractor shall provide administrative and program management support to OSDBU Operations team to enable effective operations support to OSDBU missions.

Freedom of Information Act (FOIA) and Correspondence Tracking System (CTS)

Provide OSDBU **FOIA** and **CTS** Processing Support. The contractor shall provide in-depth services and rapid responses to all requests for records in the custody and control of any components of OSDBU. They will ensure FOIA and CTS processing meet federal and VA regulations and guidelines. The OSDBU FOIA Processing shall include:

- Shall support in processing Freedom of Information Act (FOIA)/ Correspondence Tracking System (CTS) requests, and the development of policies and processes;
- Advising officials who administer the FOIA
- Negotiating with requesters on the scope and/or time needed to process requests Monitor Interpreting FOIA laws and regulations; and the Department of Justice guidance on complex disclosure issues
- OSDBU's FOIA/CTS mailbox for FOIA/CTS assigned to OSDBU;
- Review incoming FOIA/CTS inquiries;
- Create and maintain FOIA program management tools to include performance metrics;
- Consulting with leadership/Directorates and the Office of General Counsel regarding issues raised on appeal
- Review documents for context and responsiveness and public disclosure
- Draft response letters
- Advise leadership/FOIA officer in negotiating with appellants regarding issues raised on appeal Coordinating searches for responsive records
- Advise and coordinate with leadership regarding FOIA issues being litigated
- Drafting recommendations regarding issues raised on appeal and providing that recommendation
- Provide document redactions;
- Create and analyze advanced VA information systems and internet-based research to support responses to FOIA/CTS Requests;
- Track FOIA requests and appeals from receipt to completion
- Track concurrences to OSDBU initiated CTS action;
- Upload and manage documents in FOIA Xpress; and
- Draft FOIA/CTS responses with guidance from designated Government representative.

FOIA related documents: shall comply with VA FOIA requirements and IAW the FOIA policy and the OSDBU FOIA/CTS SOP, and compliant with directions of the designated Government representative; and Correspondence Tracking System (CTS formerly VAIQ) Responses shall be ready (95% error free) for final signature with all the required approval and concurrences and subject to review and approval by the Government.

Deliverables:

FOIA/CTS program management tools and performance metrics
FOIA responses
CTS Responses

Track timeliness and quality of each phase of the FOIA process

Provide Records Management Support – The contractor shall: The contractor shall evaluate, recommend, design, and develop information technology solutions to compile, evaluate, analyze, control, secure, and disseminate timely, relevant, objective, and accurate data and information to VA and VA stakeholders, including, but not limited to, web-based designs, data governance, operational systems, document storage, applications, models, and assessment of existing legacy systems.

- Maintain and dispose of records IAW National Archives and Records Administration's (NARA) and VA's guidelines; and IAW OSDBU records management SOP;
- Identify risk and develop risk mitigation register IAW NARA/VA policies;
- Develop and implement internal policies, procedures and controls;
- Define policies, functions and services based on industry best practices;
- Conduct periodic record management reviews IAW internal policy;
- Manage paper and electronic records; IAW VA and OSDBU policy;
- Create, implement and maintain a record digitization program;
- Manage record storage;
- Create and maintain reports and management tools to support effective management of digital and paper records;
- Create and analyze advanced internet-based research on records management issues;
- Upload and manage documents in the primary system of record and the designated OSDBU MIS; and
- Develop and maintain record keeping/record retention plans IAW VA directives.

The Internal Records Management Policy: Process and Procedures and Filing Systems: shall include paper and electronic records, controls, reviews, a digitization program and record storage plan and run IAW NARA and VA guidelines and industry best practices.

Internal Records Management Policy, Process and Procedures and Filing Systems
Develop Records Management Training Program for OSDBU Personnel –The contractor shall provide training on:

- Maintaining filing, retrieving use, release and exchange of records;
- Identifying risk and developing risk mitigation register IAW NARA/VA policies;
- Developing training schedules and plans;
- Developing electronic records filing structure for all documents; and
- Identifying records management skills and knowledge required by all personnel.

Records Management Training Program shall cover all NARA/VA/OSDBU requirements, and how to manage records throughout the information life cycle for personnel and new employees. Training Program and Materials shall be put in place for Government and contractor employees.

Deliverables:

Records Management and Training Program

Training Schedules and Plans

Weekly Performance Metrics and Progress/Trends/Status Reports

Develop and assist in the implementation of guidelines, standards, policies and procedures for records. The contractor shall:

- Prepare, review and revise system development life cycle management policies, procedures, and technical standards supporting software development activities to ensure adequate management of electronic records;
- Develop working instructions and training programs;
- Coordinate with VA records officer to ensure compliance;
- Develop records management performance indicators audit checklist(s) for Government review and approval;
- Conduct periodic audits of all business processes to ensure compliance with all Government, VA, and OSDBU Record Management policies, procedures, and regulations;
- Advise OSDBU leadership on records management issues, policies and procedures and provide updates and information on planning, guidance, and general oversight of records management in OSDBU and VA;
- Maintain an inventory of records and information systems in all media and monitor and control ERM filing structures across OSDBU; and
- Provide Records Management Productivity reports.

Records Management and Electronic Records (ER) shall protect the integrity of e-records throughout their life cycle.

Records: The contractor shall maintain compliant filing, retrieving, use, release and exchange or records.

Records Management Audit Program shall be put in place to implement procedures to manage an ER program while protecting the integrity of e-records throughout their lifecycle and IAW with OSDBU policies and procedures.

OSDBU General Record Schedule shall be IAW VA directive, CVE policies, and NARA guidelines.

Inventory of Records and Information Systems Plan: The contractor shall establish file plans for each OSDBU team capturing all OSDBU records/documents.

Records Management Reports: The contractor shall create all deliverables and monitor them utilizing Microsoft Office Suite.

Records Management Weekly Production Report: The contractor shall document and report each team records management audit and metrics. The contractor shall utilize the designated template approved by the Government designated personnel and shall provide weekly production with analysis.

Deliverables:

Weekly Status Report on

Records Management and ER
Training Program and Materials
Records
Records Management Audit Program
Records Management Support
OSDBU General Record Schedule
Inventory of Records and Information Systems Plan
Records Management Productivity Report

Policy and Procedures: Support the Development and Administration of OSDBU Policy and Procedures. Policies and Procedures shall be based on input from Government and revised based on guidance from Leadership Team that capture and articulate the intent of the policy and are subject to review and approval by the Government

The contractor shall include:

- Draft policies and procedures for OSDBU processes in consultation with Federal staff leads for review and approval by the OSDBU leadership team;
- Document clear and concise policies and procedures for review and approval by the Government;
- Ensures Directorate coordination and completion
- Document risks and impact of policy and procedure changes
- Reviews draft policies products and makes recommendations to originator and OPS Director
- Create and facilitate SOPs and Work Instructions for Operations each portfolio activities
- Monitor current OSDBU policy procedure library;
- Track policies and procedures development electronically;
- Create and maintain reports and tracking tools;
- Benchmark and analyze advanced internet-based research; and recommend updates and/or improvements
- Upload and manage business processes in designated Government MIS.
- Policy meeting minutes are due NLT five (5) business days after the meeting

- In concert w/OSDBU training manager develop training and staff communications within 30 days of policy approval
- Document staff training and provide to OSDBU education and training POC

Deliverables:

- Quarterly policy meeting schedule and real-time updates
- Monthly update on policies and procedures process
- Reports/tracks timeliness of staff submissions/responses/coordination
- Monthly meetings/location within 72hrs of meeting initiation
- and timely cancellations
- Agenda and meeting minutes within 3 days of meeting
- Develop Policy Training Curriculum Template
- Staff Training Documentation within 3 days of training
- Develop current policy training for OSDBU All Hands